OCTOBER 1990

$2.95

H-SCOOP

YOUR LAST ISSUE. **#127**
PLEASE RENEW NOW!

The double density newsletter for Heath/Zenith computer support

BITS & PIECES

MORE ADDENDUM TO OUR CATALOG

Adding to the catalog update printed last month:

Page 3 under our QD Computers. We have added a 386SX 16Mhz bare bones system. Contains no RAM (8 megabyte capability on motherboard using SIPs, 101 keyboard, 8 expansion slots, 200 watt switching power supply, AMI BIOS on motherboard, on-board backup CMOS battery. Order QD386B for $695.

Page 4, we now stock the lithium batteries for the MinisPort computers. CR2430 lithium cells (2 needed) are $2.45 each. Order MLBAT

Page 5 under Z148 products: We have added the ZP148 RAM PAL which will increase the main system memory from 640K to 704K. Order ZP148 - $19

Page 6 under Z386: We are now carrying the First Capitol Computer RAM UPGRADE for the H/Z386 computer. This will take your current 1Meg Z505 RAM board and add 3 megs for a total of 4 megabytes of RAM. Order RAMTOP for $795.

Page 7 under SOTA 386i 16Mhz accelerator. See later in this issue for more info on the 386 SX shortage. They are currently on back order and may go up in price up to $100 extra. Call or write before placing order for this.

Page 13. Got a note saying the production costs for HDOS 3 have been much more than anticipated. Thus the HDOS 3.0 operating system price has been raised to $74.

Page 15. We are now out of the Zenith Z217 hard disk controller setup. I'm sorry to report that I checked with UCI, whose Z100 controller we used to handle, and they are no longer selling that product. They were our ace in the hole. Now it looks like there are no more Z100 hard disk controllers available from any source. We may have used ones occasionally. When we do, they will be on our liquidation list.

Page 17. We have picked up the line of Backpack from Microsolutions. A great product. It's an **external floppy drive unit which plugs into your parallel printer port of any PC/XT/AT computer.** Will still retain your parallel printer port for the printer. Requires no slots. 3.5" 2.8 meg version will also read and write 1.4 meg and 720K. 1.4 meg version will also read and write 720K format. 1.2 meg version will also read 360K format, but may not reliably write to the 360K format.
BPACK2.8 - 2.8 meg 3.5" version $319
BPACK1.4 - 1.4 meg 3.5" version $269
BPACK1.4 - 1.2 meg 5" version $269
BPACK360 - 360K 5" version $269 available on special order

ZDS INCREASED CUSTOMER SERVICE

At Zenith Data Systems we like to keep our customers informed of important changes which improve customer service quality. We are currently embarking on a program with our affiliate company, BULL HN. The program will leverage the strengths of our two organizations, and greatly benefit our computer maintenance customers, with the following key features:

Increased Service Locations: On-site service is currently provided by Bull HN, which expands the number of U.S. service locations to 250, and the total number of Customer Service Engineers to 1,500.

Around the Clock Access to National Response Center: Effective September 1, 1990, all service calls will be dispatched by the Bull HN National Response Center, which is operational 24 hours a day, 365 days a year.

Service Hours: Service technicians are available to provide service from 8:00 a.m. to 6:00 p.m., with a "next business day response" guarantee.

Increased On-Site Service Capabilities: Enhancements to our current service capabilities include:
-Maintenance of third party CPU's
-Maintenance of a full line of microcomputer peripherals
-LAN support offerings

Zenith Data Systems Customer Management: Zenith Data Systems Customer Service Management will retain control of the customer management responsibilities. You should continue to direct your customer service inquiries to your authorized reseller, Zenith Data Systems Medallion Dealer/Service Center, Zenith Data Systems Account Manager, or Regional Service Manager.

ZDS CUSTOMER SERVICE OFFERINGS

In order to provide customers with the maximum computer up-time, the Zenith data Systems Customer Service Division has developed the following service program offerings:

Desktop On-Site Service: The Zenith Data Systems Customer Service Division offers a convenient on-site program for desktops. Service is performed by a technician trained on Zenith Data Systems Products.

Laptop ON-Site Service: Now Zenith Data Systems customers can receive the benefits of an on-site program for laptops, with a warranty upgrade or warranty extension.

Special Features of the On-Site Program
With the on-site program, you will receive a telephone response within thirty minutes after placing your service call. For those problems unresolved over the telephone, an on-site appointment will be scheduled within the next business day.

Please Note: In order to assure that customers receive the most efficient, quality service, all equipment covered under an On-Site Service Agreement or Amendment must be located at a business location, and in an accessible working area.

Executive Overnight Exchange Laptop Program
With this convenient mailback program, you will receive a laptop replacement unit within 24 business hours after placing your service call. An overnight delivery service will deliver the replacement unit to any designated location.

All you have to do is mail the inoperable machine to the Zenith Data Systems Logistics and Repair Facility in Three Oaks, Michigan. Zenith Data Systems incurs the cost of shipping both ways.

48 Hour Laptop Repair and Return Mailback Program: With the 48 Hour Mailback Program, your original machine will be repaired and on its way back to you within 48 hours after it is received at the Zenith Data Systems Logistics and Repair Facility. All you have to do is place your service call, and select the shipping method. Zenith Data Systems will match your selected shipping method, and pay for the return.

Special Service Program Features:

Single Call Service: You will have access to a toll free telephone number direct to the National Response Center. One telephone call puts the Customer Service Division into action.

Reasonable Pricing: Zenith Data Systems provides the customer with competitive, economical pricing on all service programs.

Fast, Efficient Turnaround Times On Computer Repair: All computer repairs are performed by technicians trained on Zenith Data Systems products, who provide efficient computer repair service.

Purchase Options: You can extend your service beyond warranty, or upgrade your warranty to include any of the above service program offerings.

For Additional Information: For additional information, or to sign up for service coverage, telephone the Customer Service Division at (800) 624-2479, your local Zenith Data Systems Medallion Dealer/Service Center, or Regional Service Manager.

8-BIT CP/M FESTIVAL

I received the following letter I though may be of interest to you 8-bit CP/M fans. I'm not sure how much specialized CP/M areas they can provide for H/Z systems. If you are in the area it may be of interest to any CP/M vendors remaining, or to users:

Dear People,

Our membership believes in the future of CP/M and we would like to invite you to display and/or demonstrate your products at our second free Z-System Computer Festival that will take place at the School of Engineering and Science at Rensselaer Polytechnic Institute in Hartford, Connecticut from 10 a.m. to 6 p.m. on Saturday, October 27, 1990.

Speakers will include noted computer author, Jay Sage, who will speak on the uses and future of Z-System for CP/M computers and Ian Cottrell, developer of the PBBS computer bulletin board system.

We also will be offering workshops on the Z-System, Public Domain and Free Software.

We would very much like to have your organization represented. Please send me your catalog and/or promotional literature about your products and services.

For further information, please feel free to call me.

Lee Bradley/ Connecticut CP/M Users' Group/ (203) 666-3139 voice (203) 665-1100 modem.

AND MORE FOR CP/Mers

E B & C

INTRODUCING THE MOST IMPORTANT BREAKTHROUGH IN CP/M COMPUTING!

If You Like...
  -Z80 Assembly Language Programming
  -Turbo Pascal, C, The Rest Of The Alphabet (Especially The Letter Z)
  -To Laugh Yourself Silly
Are You...
  -An Expert?
  -A Beginner?
  -A Beginner Who Wants To Be An Expert?
Do You...
  -Own A CP/M Computer?
  -Use A Z-Node?
  -Use Gasoline? (OK That Doesn't Matter, But What The Heck)
  -Have $15?

If you answered Yes! to one or more of the above questions (especially the $15 part) then you should immediately drop whatever you're doing and order a subscription to **EIGHT BITS & CHANGE.**

Not your normal run-of-the-mill-oh-so-techy-it-would-put-you-to-sleep kind of magazine, **EIGHT BITS & CHANGE** is a new national Computer and Humor Magalog dedicated to the concept that computers are fun. Articles range from Tutorial to Technical, from Hardware to Humor. Public Domain Software will be discussed, developed and distributed. Commercial and Shareware Software will be advertised, reviewed and even *created* within its bimonthly pages.

Do you need a mailing list for 4000 people that will run on your floppy-based Royal alphaTronic computer? That does presorted bulk mailing labels? You'll learn how from E B & C. Want to learn to write impressive looking source code that serves no purpose whatsoever? We'll show you that, too.

Whether you think of computers as powerful tools to solve the problems of business and mankind or as real fun toys that blink lights at you and make funny noises, you'll find something in every issue of **EIGHT BITS & CHANGE.**

ARE YOU A USER GROUP MEMBER?

Members of a bonafide CP/M Users Group automatically get 20% off the yearly subscription price. That's right, if you're a User Group member (any CP/M User Group) you get a full year's subscription for only $12, a savings of three bucks. How can you go wrong?

Each issue will be laser printed on 8 1/2" x 11" paper, xerographically reproduced, single-stapled and contain 20-30 pages of material. It will be sent in a 6" by 9" mailer, a method known to help increase the chance your subscription will arrive intact *and* be readable instead of "eaten" by the iron jaws of the Great Mail Machine. 6 times per year.

ARE YOU A NEWSLETTER EDITOR?

If you are the Editor of a User Group Newsletter and would like machine readable copies of E B & C, with full rights to reprint the articles it contains, we will provide you with a diskette. $10 per diskette. $60 per year. Starved for material? Use us! Add your own local news, fliers, For Sales, articles.

ARE YOU A WRITER?

If you want to get published in E B & C, we will pay you $20 per major article. What's a "major article?" Send us a few pages of Pascal or Prose and we'll see what we can do. You might be surprised how unimportant spelling and grammar *really* are. One of our Contributing Editors used to be a veritable basket case in both departments. Encouragement, a Spell checker and a Common Interest are all we need.

In this era of IBMs, Macintoshs, Ataris, and Amigas, step back, then step forward, (re)join the ranks of those that still enjoy

saving a byte, turning a phrase and tackling a problem. Subscribe to

EIGHT BITS...AND CHANGE!

Premier issue of E B & C available October 1990. For those that simply *can't* wait, FREE copies of E B & C Volume 1 Number 1 will be given away, repeat,

!!GIVEN AWAY!!

at the Connecticut CP/M Users' Group sponsored Z-Festival '90, a gathering of vendors, programmers, pizza eaters and peripherals. RPI, Hartford, Connecticut. October 27, 1990. 10 a.m. to 6 p.m. Rain or Shine! (Well, it'll be inside Seminar Hall, so I guess the weather doesn't really matter...)
Lee Bradley/ Editor and Publisher, Eight Bits And Change/ Small Computer Support/ 24 East Cedar Street/ Newington, CT 06111/ (203) 666-3139

Z286 ACCELERATOR FEEDBACK

The following letter was written to Mr. Pat Swayne, Software Engineer, Heath/Zenith User's Group, Benton Harbor, Mi by Stephen Scott in response to the REQUEST in H-SCOOP August (#125) issue, page 5. He wanted to upgrade his Z-286 to a 386SX. There was a bad communication problem someplace because I though he was talking about the 286-LP.

Dear Mr. Swayne:

I read your QBBS message in **H-SCOOP** No. 126. You are correct that I have a Z-286 which is a Z-248 in a Z-151 case. As I'm sure you know, the main functional difference between the Z-286 and the Z-248 is that the Z-286 has only three drive bays of which only two are front-accessible. As I understand it, the Z-286 and Z-248 have the same number of expansion slots.

I guess Mr. Fale is not familiar with the Z-286 and thus confused it with the Z-286LP. As I understand it, the Z-286LP had an even smaller cabinet than the Z-286 and Z-151.

In any event, since you express interest in finding out more about the Cumulus and Evergreen products, I thought I'd let you know what information I have.

The Cumulus 386SX is produced by Cumulus Corp., 23500 Mercantile Road, Beechwood, OH 44122, (216) 464-2211. The list price is $595. It is a credit-card-sized board containing a 386SX, 387SX socket, and support circuitry which plugs into a 286 socket. I had my local Connecting Point store (the local Zenith dealer, although he sells very few Zeniths any more) order a Cumulus 386SX for me to try out. I quickly found when I tried to install it that it will not work because of the orientation of pin 1 of the connector which fits into the 286 socket. Because of the orientation, the Cumulus board projects approximately one-half inch above the Z-286 system board, which leaves insufficient clearance between the board and the cabinet. My dealer was kind enough to take back the Cumulus board.

A couple of months ago, I saw an advertisement for a similar card from Evergreen Technologies. If I recall correctly, I saw it in the "new products" advertising in the back of **InfoWorld**. I sent off for literature. The literature I received included a template of the Evergreen 386SX board which showed the pin 1 orientation of the 286 connector. By examining the template, I was able to tell that the Evergreen board also would not work in a Z-286 or Z-248 for the same reason as the Cumulus board. Thus, I threw away the materials I received. You can probably find this company, however, by checking **InfoWorld** a couple of months back in that section toward the end where they have a couple of pages of small color ads (1/6 page) for new products. The only other help I can give on locating this company is that I think it is located in the State of Washington.

I now see in the last couple of issues of **InfoWorld** that SOTA is beginning to   market a very similar product. It appears to be the same product mentioned on page 3 of **H-SCOOP** # 126.

In view of Mr. Fale's comments about the SOTA board not working in Zenith machines at this point, I wonder if the Cumulus and Evergreen products would work (even assuming they would fit physically). I would think that since these products are designed to be a generic replacement for an 80286 chip that it wouldn't matter too much what machine they are installed in--but that's my view as a relatively sophisticated end user of hardware who has little actual understanding of the details of how the hardware works.

For myself, I have given up on the idea of finding a compatible 386SX plug-in and have ordered AOX Z-Master 386. In checking current prices, I found I was able to order the 16-MHz version (now discontinued but still supported) with 4MB of RAM for $1,105, which is a pretty attractive price [note that we have a used one on our liquidation list that we are selling for $895 -ed]. Your article in REMark on the product was of substantial assistance to me in making the decision to buy it.

I hope this is some assistance to you.

I'm sending a copy of this letter to Mr. Fale for whatever use he might wish to make of it in connection with **H-SCOOP**. Well here it is Stephen, thank you.

USEFUL BBS NUMBERS

Don Deck sent me some useful bulletin board numbers which you may be interested in. I've added a few and here is the alphabetized list. This looks like a good idea, if you have some favorites, send them in and we'll add to this list and print them once in a while.

AST BBS	(714) 727-4723
Central Point Software	(503) 690-6650
Commsoft (Roots Geneology)	(415) 967-6730
Fontasy (fonts, clip art)	(414) 458-7223
Forbin (Home of Qmodem)	(319) 233-6157
Grasp pix-line	(714) 240-7459
IBM BBS	(404) 835-5300
Intel BBS	(503) 645-6247
Irwin Tape Drive BBS	(313) 930-9380
Logitech BBS	(415) 795-0408
Miniscribe/Maxtor BBS	(303) 678-2222
Paradise (Video Cards)	(415) 968-1834
QuarterDeck (DesqView)	(213) 396-3904
Quikdata	(414) 452-4345
Sierra on-line	(209) 683-4463
SOTA tech support	(408) 745-0326
Western Digital	(714) 756-8176
WordPerfect	(801) 225-4414
ZDS COM 1 (HUG)	(616) 982-3956
ZDS Federal BBS	(703) 734-8744

All are public BBS's

INFORMAL READER SURVEY

One of my readers suggested that I send out a survey to my readers. I think that's a good idea. But instead of sending out a survey, I'll leave it up to you. Free form. I'd like to know what you like about H-SCOOP and what you dislike. What would you like added to this newsletter? Dropped? What column(s) would you like to see more of. What brand of computer(s) do you currently own and/or use. Comments on them? Support on them? Problems you may have had. Upgrades you have performed. What do you use your computer for. Areas of expertise. Hard

disk? How large. Memory? How much. Video? What kind. Use a modem? Any other additional comments you may have. To help make it a bit worthwhile, anyone sending in their informal survey will receive an extra issue of H-SCOOP added to their subscription to show my appreciation. In addition, I will add your name to a drawing. The winner will receive some things from our liquidation list which pertains to his computer. Who knows, if response is good enough and there are enough names, I will draw several. We both have nothing to lose.

Z100 GET-TOGETHER

Paul Herman/ 3620 Amazon Dr/ New Port Richey, FL 34655/ (813) 376-5457, perhaps the strongest supporter of the Z100 and editor of Z-100 LifeLine is sponsoring the First Annual Z-100 get-together on November 10th and 11th, 1990 at the Sheraton Hotel at Military Circle Mall in Norfolk, VA.

If you are a vendor and are interested in displaying or demonstrating, you may want to hurry and contact Paul and get into the act yet.

If you are a Z100 user, you may want to plan to attend. There will be vendors present, and others like ourselves, who will be sending information, catalogs, etc. Registration (which is financing all costs) is $15 per person, guest, vendor or demonstrator. You can register by phone or mail through Paul F. Herman, Inc.

The exhibit area will be available to vendors and demonstrators between 7AM and 9AM on Saturday, November 10th for setting up booth exhibits. The hotel will lock the exhibit area during lunch (12 to 1) on Saturday allowing everyone to take a lunch break. The Z100 conference is a two day event. The show portion of the conference is all day Saturday with Sunday set aside exclusively for conferences. The same room will be used for both events, thus the exhibit area must be cleared of all equipment at the close of business on Saturday.

Conference Coordinator is Travis J. Barfield/ 3320 Kensington St/ Virginia Beach, VA 23452/ (804) 463-3250 (after 5PM), (804) 460-2241 X 190 (Office).

HypezACCESS/5 UPGRADE!

I have been using HyperACCESS for a long time. I love it. It is powerful, easy to use, is loaded with features, and has coveted many Editors Choice awards. I received a letter recently from the folks at Hilgraeve, makers of HyperACCESS/5 and I thought I better share it with you. Hilgraeve was there supporting us with modem software for the H8 and H/Z89/90 computers years ago. In fact, we still sell that software since they have been kind enough to us to continue to supply it.

They recently upgraded to HyperACCESS/5 which is much more powerful and feature laden than before (see our catalog for a brief description). They upgraded old users awhile back and now, they are upgrading users of **ANY** PC modem software package for $49. Well worth the cost. They actually talked about a certificate, but I left those parts out. Call them and find out how you can get in on the deal, and tell them you heard about it in H-SCOOP. Read on. I'm printing excerpts of the letter.

Many HyperACCESS/5 owners have called to find out if their friends and colleagues can upgrade to HyperACCESS/5 the same way they did - at a special low price, with a money-back guarantee. The answer is yes!

For the next 60 days, your friends and colleagues can upgrade from their current async communications program to HyperACCESS/5 for only $49.00--a $150 savings off the suggested retail price.

All we ask in return is that they send us proof of ownership of their current communications program after they receive HyperACCESS/5.

This offer includes a money-back guarantee.

Are your friends still using old standards like Procomm, Crosstalk, or programs that imitate them? Tell them how much better communications can be. Show them what communications software experts are saying about HyperACCESS/5.

When your friends and colleagues ask what makes HyperACCESS/5 so much better, remind them of the following features.

Speed. HyperACCESS/5's twelve built-in file transfer protocols, including ZModem and HyperProtocol, are faster than the competition. This translates into immediate savings over any other comm program.

Powerful features in an easy-to-use package. HyperACCESS/5 contains almost every feature a power user can imagine, and still is easier to use.

Virus Detection. HyperACCESS/5 is the only comm program that includes "on-the-fly" virus detection. Now you can share files with safety.

Automation. Many programs have limited learning modes. Only HyperACCESS/5 makes automation global, accurate and effortless.

We at Hilgraeve believe this special offer represents an extraordinary software value. Experts are calling HyperACCESS/5 the best async communications software that money can buy. We include over $150 in discount coupons for on-line goods and services with the package. If your friends regularly transfer files, they will recover the cost of upgrading to HyperACCESS/5 in their first few months of use.

They will receive the complete $199 program for just $49.00 - with a money back guarantee. All we ask is that they demonstrate ownership of another communications program after they receive HyperACCESS/5.

Sincerely,

Jeffery Beamsley
Director of Sales

P.S. If your friends have any questions about HyperACCESS/5 that you can't answer, please ask them to call us toll-free at 1-800-826-2760.

DELAYS AND INCREASED COST
FOR HDOS 3.0

Editors note: I have to apologize for listing HDOS 3 in my current catalog and not being able to supply it yet. There have been production problems and delays, and now the latest letter I received says even a price increase. Those who have paid already and placed their orders, I'll take the loss and ship at per catalog price. New catalog price is $74 (see first page of newsletter).

I just received a letter from Kirk Thompson which will explain this more:

Dear Henry,

If you have not done so already, you should shortly receive my postcard announcing the imminent availability of the HDOS 3.02

4

printed manual. This boiler plated card was sent to everyone who ordered the 3.02 system with the commercially-printed manual. There have been a number of frustrations associated with bringing this final portion of the O.S. package together. However, the one with the most immediate impact for **both** of us is cost. The main reason is that my estimate of the number of pages in the thing was over 250 too low; the manual will run to almost 1100 pages, printed double-sided.

So the print run will cost much more than I originally anticipated! In the coming issue of **Staunch**, when I announce the system with full manual, I'll be raising my own price to $75, including shipping, for the package. Of course, those who have prepaid (nine in number) will not be socked with the increase.

I'll also have to increase my "wholesale" charge to you. Like the increase to **Staunch** subscribers, this will be $15 over my prior quotation to you... As I mentioned before, each package will include 3-inch D-ring binder, the system disks in a vinyl pocket sheet, the shrink-wrapped manual, section dividers, and an introductory instruction sheet.

Putting this large package together has been **very** educational! Experiencing directly the joys, frustrations, and **costs** will undoubtedly be a good thing in the long-term, although the short-term has been somewhat agonizing! But I'm glad package preparation is drawing to a close. And I should add that I'll be assembling yours first, so expect to ship them no later than Friday, the 28th. Finally, as I noted on the postcard, thank you for your patience.

MISCELLANEOUS BITS

* Carrying on from last month with **problems concerning FWL and the MinisPort** computers, Glen Marko of Canada said he called Fastwire, which is (303) 494- 5317 and was told a null modem cable was not used for transfer, but a special shielded cable. The pin connections are 5-5, 3-2, 7-8, 6-4, 2-3, 8-7, 4-6. Sure looks like a null modem cable to me. He said FWL did not work on his MinisPort either. Laplink III did not work on mine. He finally said he tried Software Bridge and it worked just fine.

I have been getting feedback saying **if FWL does not work, then remove the lithium batteries in the bottom of the unit for about a minute and reinstall.** Then try FWL again. Seems that this solves the problem most of the time.

It seems to go further. I had a customer who **could not get his modem or serial port to work.** I told him to remove the lithium batteries for a minute, then reinstall them. Then go back into setup to properly set and store the configuration in CMOS. He called back and reported everything worked fine after that.

* Please note that the **free ZOOM modem update** described in last month's issue is not for the HC (half card) models, only the older ST or XL models which had the demon dialing feature.

* Norman Hall had a problem with an H-40 computer he assembled so he went to take it to his local Heath store in Philadelphia, PA. He found that **the store was closed** - like totally empty. For some reason, it seems like the Heath stores are disappearing faster than you can say Heath/ Zenith/ Bull/ Medallion Dealers!

* Henry, a letter from Kathryn Tollas, **ZDS Software Registration** may be useful to H-SCOOP readers:

"...If you elect not to upgrade from 3.3+ to 4.0, your current software will continue to be registered on our data base. In the past, we have always allowed our customers to upgrade from any previous level and I'm sure that policy will remain..."

Max Burggraaf said in #126, he got **two** (upgrade) cards; so far I have received **three**, all for the ZDS-DOS 4.0 upgrade. You know, the Postal Service should increase the rates on bulk, second, and third mail and force the mailers to clean up their data base files! -John Miller

* With respect to the material on Page 5 of Issue #126 regarding **disk copying WordPerfect 5.1**, I suspect the problem is that when the disks are shipped, a compressed format is used. This format is used by necessity - some of the files are now larger than the 360K available for DSDD 5 1/4" drives. If compression techniques were not used, the files could never be available for 5 1/4" XT-type drive users. Once the INSTALL utility is run, the files are decompressed onto, for example, a hard drive. At this point, using some good backup utility, the WordPerfect files could be backed up onto numerous floppy disks, if that was desirable. Additionally, H-SCOOP readers might want to consult issue #126, page 4 regarding WordPerfect 5.1 Interim Releases, to be sure they have the latest--6/28/90. -John R. Miller

Still on WordPerfect, Don Deck adds: "WordPerfect for years has released "interim releases" on a regular basis to fix bugs and add enhancements without changing version numbers. In fact, you have another item on page 4 that discusses this. By the way, since the 6/29/90 interim release there has been an 8/20/90 release of the Program 1/2 disks. WordPerfect has a subscription service that allows anyone to automatically receive the interim releases as they become available. There are a variety of update levels available suitable for individuals or companies with thousands of copies. Various payment options are available - for an individual the easiest is to provide WordPerfect with a credit card number. Call (801) 222-1400 to make arrangements. No other company I know of makes such a positive customer effort to update their product(s) or makes it so easy to stay current. Although they charged for the 6/29/90 release, the 8/20/90 release was sent free on my subscription."

In another letter Don adds, "By the way, did you know that you can download all the printer driver files for WordPerfect 4.2, 5.0 or 5.1 from WPSGA on CIS. This is a good quick way to meet customer needs for a driver or updated driver for their new or existing printer. You can freely distribute the drivers. They are also available on the WordPerfect BBS."

Dan Jerome then reported that he successfully used DISKCOPY to make backup copies of his WordPerfect disks. I'd say that if you are installing your software on a hard disk, especially if you make backups of the hard disk, it is not necessary to also back up your distribution disks.

* **Major nightmare department.** On the 17th of September I accidentally deleted some files. I wanted to do a **del F:M*.*** on the virtual drive I was working with, and did not put the drive designator, so all the **M** files on my hard disk C: directory got wiped out. No major deal, just use Mace's Undelete function. I did and it told me there were no deleted files. So I then did it manually with their program **UNDELETE M:*.***. It started listing all the "M" files and everything appeared to be going smooth - until it listed COMMAND.COM and said it could not load the file. Well COMMAND.COM was not even in that directory. System locked and I rebooted only to get the **No System** on disk message. Booted off of floppy and looked at C:. The root directory now showed only a few of the files I was recently working on which were not even in that directory. No other directories were accessible, and I certainly was not in the root!

Called Mace support and they spent about an hour with me. We determined that somehow and for some unknown reason I had just entered the Twilight Zone. An obscure region on the hard disk that had not existed before this incident. The thin line between sanity and insanity. Peace and security verses total

panic. The place where all records, past, present and future were blended into one non-existent area where all that remained was a totally scrambled FAT, where all pointers were lost forever, and all previously established links were now unchained entries. No editors, no skillful manipulation, nothing, could restore the FAT. So all the data on the 350 megabyte hard disk was still there, but impossible to access.

So a long painful journey was embarked to rePREP the drive, partition it, this time into two drives of about 200MB and 150MB, and format it. Then a slow restore job with a major backup in July and incrementals every day since.

After a night and day, the drive was restored with most of the files. I am now back in business, but I will not use Mace anymore!

* **What happens to all the old versions of MS-DOS when a new version comes out**? I often get requests from customers who want an older version of DOS. Unfortunately, when a new version is released by Zenith, old versions seem to instantly disappear. I recently wanted to obtain about 100 copies of an older DOS version so I could continue to sell the Z100 MS-DOS 3.1 which I just ran out of. Figured I could make copies of the disks and supply the customers with an older DOS so they would have a manual and the licensing agreement to keep things legal. So I called some folks and found out they go in the trash masher and nobody can get their hands on them. Talk about a waste of money. These could be placed on liquidation someplace and ZDS could be making money off of them. Well so much for that idea.

* Rumor mill department says that **Heath Company is being sold**! Bull is divesting Heath Company. The company is now up for sale looking for investors, but has not been sold yet, so it is all up in the air. Looks like the Heath stores will be converted to Zenith sales offices.

Don Deck adds: As you may know, on July 1 the HUG BBS became the ZDS COM1 BBS. Although I haven't seen anything in writing yet, it is clear to me that HUG is becoming/has become ZUG and is now a part of ZDS, not Heath. ZDS has Heath up for Sale. The Heath Buyers Club (formerly Master Builder's Club) and Heath Electronics publication were terminated on August 1. Many Heath/Zenith stores have closed (from the messages I have seen). I suspect Heath will not sell computers when it is sold - probably have a non-competition clause in the sale. With today's readily available generic components, most people who would buy kit computers are probably better off to buy assembled Northgate or Dell. They get quality hardware, toll free service, highly customer oriented support. Too bad you can't become a Northgate Computer dealer as well as selling the keyboards.

Very strange, in just as I was going to take this to the printer (a bit late this month) I get in the mail three Heathkit catalogs, Holiday 1990. I figured I'd never see a Heathkit catalog again. There certainly is not much in compuers listed in the catalog. Oh well, we'll have to wait and see what happens.

* Yes, **HUG is now under ZDS**. I spoke to Bob Ellerton who informed me of the latest on REMark headquarters. **A replacement has been found for Margaret Bacon**, former Mrs. Hug. Her name is **Lisa Cobb**, and according to Bob, she is doing a great job. Margaret has been coming in at times to help her get started. **Bill Johnson is no longer President of Heath company**, but has been absorbed into Zenith someplace. **Joe Shulte**, former president of Veritechnology Corporation is now gone.

* Another subscriber writes: Pat Swayne has told me that **BULL is investing millions in a new surface mount production** line in Benton Harbor and that efforts are underway to retrain or push overboard employees who don't understand the **need for better customer service**. As you know, **customer service is an** ATTITUDE. Zenith has a long way to go as a company. I recently

had a **FTM 1490 monitor repaired at the factory**. Cost me $92 labor, $188 for a replaced deflection board plus shipping. The monitor was returned out of focus and with other adjustments on the new board not properly done-probably not done at all- just plugged the board in and turned it on to see if it worked. I got no response from my suggestion that they should credit my account for the cost of my labor to correct the focus, etc. What would the poor guy do who doesn't have the capability of doing his own adjustments?

* Well **Intel has really screwed things up this time**. If you have been following my comments on Intel trying to kill the 80286, which is second sourced, in favor of their sole sourced **80386SX** processor, the obvious and predicted has happened. Yup, they wanted to be Mr. Big! The one and only. They wanted to control all the 386 microprocessor chips. They wanted to control and produce all the 386SX microprocessor chips. No second sourcing which was possible with the 8088 and 80286 chips. Nope! Then they advertise like crazy to push the 386SX which they reek all the profits for, and cause the 286's to become obsolete, which they don't necessarily make all the profits for.

Intel has been fairly successful in their campaign, which has, as predicted, caused a tremendous shortage of 80386SX CPU chips. Good job Intel. Now there is a grave shortage of 386SX chips. Quantity is so limited it stinks. Stinks bad. Real bad. How bad is it? It's getting very difficult to get a 386SX system. They are rationing them like gold (or should I say oil?). 386 accelerator boards which we used to always have in stock are now back ordered for 3-4 or even more weeks. And I understand there is presently about a $80 extra charge if you can even get the chip, which is increasing the cost of 386SX computers and accelerator cards. We have had a very hard time getting 386SX computer motherboards because of this shortage. We are on a priority waiting list, and when they become available, we can perhaps get a few every month or so.
Real good Intel, you fixed things just peachy this time.

This problem has really affected Sota Technologies, makers of the accelerator cards that work in the Zenith computers. The new credit card 386SX accelerator that Sota has recently started to advertise is not even available. The standard 386i board that we normally is not only on back order for several months now, but the price has jumped up approximately $100 a board, which is a 25% increase, just because of Intel's games with their 386SX shortage.

* I have been getting on the HUG bulletin board (COM1) of late and have downloaded all the messages to study and to respond to. Don Deck wrote me a letter about the good stuff on other boards and I have taken the time to try to visit at least the HUG board regularly now.

* On Windows 3, Don Deck writes: "When Windows 3 came out, many people couldn't wait for Zenith and bought the Microsoft release. The SWAPFILE program would not work on Zenith machines with larger than 32MB partitions. Zenith's version of SWAPFILE does and it has been uploaded on both CIS and the HUG BBS. [It's on my board also]. This service to customers allows people with the Microsoft version to function without having to buy the Zenith version. I think that's good. you, by the way, should upload it to your BBS (if it isn't already there).

"Regarding Windows 3, etc. I too have talked with Bill Hall. I rarely use Windows although I have purchased the upgrade since I have some applications that require it. The problem on Zenith machines with the I/O Pal is apparently limited to certain revision level configuration combinations. I have two ZDS 386's (a 33 and a 16) and one Heath 386/16. I haven't had time to do any real testing, but I don't appear to have the problem on my ZDS 386/33 (a bargain center bargain) or my ZDS 386/16 which is an early production run machine and has a -00 Pal. The Heath 386/16 does have the -04 Pal but at first try doesn't appear to have the problem. Both 386/16's have the 525 cache card installed. I've

enclosed an order for the -05 Pal as insurance (since it's cheap and I like to protect myself from parts unavailability). A Heath person on the ZDS COM1 BBS has stated that Heath didn't get the -5 part because they felt it was just needed on Zenith machines. This points out the fact that there always has been some independence in the configuration of Heath computers versus Zenith computers even though they are functionally identical models. I believe Heath takes special pains to configure their machines to be more "solid" than Zenith. When a person mixes ZDS and Heath sourced parts, they may come up with an obscure miss-match.

REQUESTS

*   Fritz Hellmuth/ 128 Talon Bay/ Winnipeg, Manitoba/ CANADA R2M 2B7 wants to know if anyone has any information on the whereabouts of **Votrax systems**. He has a bad voice synthesizer module and he needs to have it repaired. If you know if Votrax is still around, or know of anybody repairing these units, contact Fritz, or drop me a line and I'll print it here.

*   Help! Derek Picken/ 11521 West Street/ Garden Grove, CA 92640/ (714) 971-8561 is trying to **get in touch with Alan Hazelton**. Alan is the author of a Z100 program that Derek uses called **Z-Arkenoid**. He doesn't know if the program is shareware or what, but if it is, he wants to send Alan some money because he loves the program. He also has some questions to ask Alan. If anybody has this program and perhaps has been in contact with Alan, contact Derek. He has already checked the HUG database and the Quikdata database and Alan does not exist in either.

ASK HANK

This column is to provide technical information to our readers. If you have a question or problem feel free to write in and we will try to provide the correct answer. If any readers don't agree with the answer I have send in your views and we will review and print them as needed. This column will be printed as space provides.

QUESTION: I use three different Zenith micros at work and a fourth at home. These machines all have 5.25" 360k floppy drives and all but one have 3.5" 1.4 mbyte floppy drives. The one machine without a 3.5" drive is an old Z-151 that over the years has been modified and upgraded to the point where there are very few original parts in it. The most recent upgrade was the latest ROM version for the Z-151 so it would run WordPerfect 5.1.

I want to add a 3.5" 1.4 mbyte floppy drive to this Z-151 but have been told that Z-151s and other XT-compatibles can only handle 720k floppies. However, the QBBS column in the September issue of H-SCOOP has a message from you to Ronald Pannotoni regarding the use of something called the CCard 2 and a cable to allow installation of a 1.2 mbyte 5.25" floppy in a Z-151. This makes me think that it might be possible after all to install a 1.4mbyte floppy in the Z-151, if I purchase a CCard (my catalog is old and doesn't list it). Please let me know if this is correct.

ANSWER: In answer to your question PC/XT systems can only handle low density drives with the supplied controller. These are the 360K and 720K drives. If you receive our newsletter, you should also have our catalog. On page 17 the CompatiCard are listed and they will allow your system to have our MF355 1.4meg 3.5" floppy (same page) installed in your Z-151 computer. If you have space for an additional thin line floppy, you can install it right in your computer. If you have two 360K drives, you may want to remove one to make room for the MF355 half-height drive. This is a 3.5" drive, but it is mounted in a 5" frame and mounts directly in place of a standard 5" thinline drive, including all the connectors. Then all you add is a short 5" cable, which you'll find on page 19, CBL-S5I for $15.

If you need to go external, then you must instead add the CABL-S5 which is a 5' cable with the appropriate connectors and an external cabinet with power supply, CAB-S5T, also on page 19, for $69.

The CompatiCard II (CCARD2) for $79 will handle 2 of any PC drives and if going external you can sneak the ribbon cable between the card bracket and the rear of the computer. You can also opt for the $99 CCARD which is a 4-drive model and has both the internal and an external connector. You set the address of the card (documentation and software included), install the software driver in CONFIG.SYS and that's all there is to it. The 1.4 meg MF355 will read and write both the 1.4 meg and 720K format with auto disk sensing. The newest card, the CCARD4 will also handle the 2.8 meg drive which also reads and writes 1.4 meg and 720K format.

This setup has been very successful in Zenith/Heath systems for supplying extra drives, especially the high density 1.2 meg and 1.4 meg floppy drives.

QUESTION: I read in your recent issue #126 that the Zenith Z386/16 has shadow RAM capability. I purchased mine from you about 2 1/2 years ago and recently updated to the latest version of the system ROM. Could you tell me if mine has that feature or how can I get it if that is possible? Thanks.

ANSWER: As far as I know, the shadow RAM is accomplished automatically. The theory behind it is the ROM is slow, and whenever BIOS calls are made, the ROM would slow the system down. Thus upon boot, the ROM is copied into a high memory area. Then when the BIOS calls are made, it goes to be processed in fast RAM instead of slow ROM.

Our QD 386, for instance, allows an option where the user can set both shadow RAM for both the video and the BIOS. This dramatically increases the speed of the system for video output and BIOS access.

QUESTION: This is a bit of information on the recent offer from Zenith/Bull to update from Windows386 which came with my Z386/16 to Windows 3.0. My experience with the Zenith special edition of Windows386 was that it would not work properly without a Zenith video card after I replaced the Z449 card with a true VGA card with the 132 column feature. The Windows applications would run fine but an error message about an invalid video setup appeared for any non-Windows program running from a PIF file. With this bad experience I just got the Microsoft plain vanilla version of Windows 3.0 even though the cost was higher than the Zenith/Bull offer.

ANSWER: Or comments? I realize in some ZDS machines there was a very close relationship between the system BIOS ROM and the video card. Their setup was optimized for a ZDS video card to be used with their system for optimum speed. A year or so ago we benchmarked different video cards, Zenith computers, accelerators etc., and made some comments on this. I'd have to guess that the problem you experienced was in the video driver supplied for the Windows and/or possibly the ROM BIOS level. As far as I'm concerned earlier versions of Windows just were not worth the effort because of all the problems, bugs and slow speed. Windows 3.0 seems to fix all of that. In fact, I just broke down and installed it on my system. After all for the $49 ZDS upgrade I figured I could not go wrong. I don't even have it on a Zenith system, but on our QD386/25 system with 8 megs RAM and a 350MB ESDI drive. Seems to work fine - my video card is not a ZDS card.

The Z386/16 was a strange machine in that the relation between BIOS ROM and other things in the system were very tight. There have been limits to the ESDI controller card and ESDI drive you could use with that system, and other such things. You never stated if you upgraded your BIOS ROM to the highest level for

that system, but that may have solved the problem. A -5 is the current version out.

REPORT

NEW DRIVE ADD-ON PRODUCTS

There has been some really interesting things happening with disk drive add-ons of late. Anybody with a PC/XT/AT compatible can now add a 2.8MB 3.5" hard drive to their systems if they have one 8-bit slot available. They can add a 360K, 1.4 meg 3.5" or a 1.2 meg 5" drive to any PC/XT/AT compatible without needing any slots if they have one parallel printer port, and they can still retain that port to drive a printer. These products are both excellent if you want to add a single drive to your system to get better disk compatibility with another system, say laptop to desktop and vice versa. Interested?

The first product from Microsolutions, makers of the famous CompatiCard is the **Megamate**. It comes in two 3.5" flavors right now. You can get it with a 1.4 meg drive or a 2.8 meg drive. For the small price difference it's foolish not to just start with the 2.8 meg version. The 1.4 meg version will handle both 1.4 meg and 720K 3.5" floppy disks. The 2.8, however, will handle the new 2.8 meg high density format, and the 1.4 and 720K formats. Thus getting the 2.8 meg version for a small price increase gives you the best of all worlds.

The Megamate is a entire self contained system including a Compaticard 4, cable, cabinet, drive, software and documentation. All you need to install it is a screwdriver. It's easy to use, just like your existing floppy drives. The 2.8 version will store almost 3 megabytes of information on one disk. Only problem at this time is the disks are rather expensive, but they are coming down in price. They originally sold for $10 each, and we are now selling them at $7.40 each. The unit itself is very small, just a little larger than the size of a diskette, thanks to the unit taking power from the computer. Thus it will fit on top of your computer, or easily on your desk.

Installation consists of removing the cover from your computer, installing the half-card in an 8-bit card slot, plugging in the cable of the drive unit to the card on the rear of the computer, and installing the driver software in your CONFIG.SYS file. Boot up your system, and go. The drive will assume a drive designator letter after your hard disk letters. That's all there's to it.

We are currently handling this product. It has a one year warranty and sells for $295.

An alternative to the taking up a slot Megamate, is the **Backpack** which simply plugs into a parallel port. This makes it very excellent for connecting to computers which do not have an expansion slot to spare, which of course, immediately targets the laptop computers.

The Backpack comes in many flavors. You can get a 360K, 1.2 meg 5", 1.4 meg 3.5" and 2.8 meg 3.5" drives. Thus if you have a laptop with 360K disks, a good choice would probably be the 1.4 meg or 2.8 meg units. Then you would have both 5" and 3.5" capability. If you have a 286 or 386 laptop, and good choice would be the 1.2 meg unit which add the lacking 5" format to your 1.4 meg 3.5" present format. For a computer like the MinisPort, which does not support a hard drive (new units do), the 2.8 meg unit would be an excellent choice to give you the 3.5" format, and also almost 3 megs of storage capacity. That would start making the limited capacity MinisPort much more of a valuable computer. For those with desktop computers, you can easily add any format to compliment what you already have simply by plugging in the cable in your parallel port and adding a driver to your config.sys file. If you want to use a printer it can then be plugged into the rear of the Backpack unit.

If you want to add more than one drive or one type of drive, you can daisychain several Backpack units together.

Special software is provided which will allow you to format disks in the background while your system is doing other things. One year warranty.

We are currently stocking the 1.4 meg version, the 1.2 meg and the 2.8 meg version. The 360K version is also available for $269 on special order only. If you are interested, here are our order codes: **BPACK2.8** - 3.5" 2.8MB version - $319
BPACK1.4 - 3.5" 1.4MB version - $269
BPACK1.2 - 5" 1.2MB version - $269

CLASSIFIEDS

FOR SALE—The following Heath programs H17 format. BASIC Compiler (HDOS) 2 Disks; BASIC Interpreter (CP/M) 1 Disk; Inventory Management (CP/M) 2 Disks; JRT Pascal Ver. 2.1 2 Disks; SuperCalc (CP/M) Disks; Magic Wand (CP/M) 1 Disk (Slightly Used); SuperSort (CP/M) 2 Disks; WordMaster (CP/M) 1 Disk. Price for each Heath program set (manual plus disk(s) is $35.00 each. This includes UPS transportation to destination. Disk conversion from hard-sector to soft-sector is an additional $10.00. Those programs which have two disks may be combined on one soft-sector disk by special customer request.

My list of Heath Educational manuals is as follows: Analog and Digital Meters, BASIC Programming, Digital Techniques (2 Manuals), Electronic Circuits, Frequency Generation and Measurement, Oscilloscopes, Semiconductor Devices, Signal Measuring Instruments. Price for each educational manual is $35.00 including UPS shipping to destination. Some of the educational manuals include cassette tapes. Dan Jerome/ 801 E. 132nd St./ Burnsville, MN 55337